

WHAT IS CLAIMED IS:

1. A method for monitoring a service transaction,  
the method comprising:

communicating with a client through a communication  
5 channel;

gathering feedback from the client about an agent  
and an interaction associated with the agent through the  
communication channel; and

storing the feedback in a client response database.

2. The method of Claim 1, wherein:

gathering comprises gathering the feedback through a  
telephone call; and

storing comprises recording the telephone call and  
15 storing the recorded telephone call.

3. The method of Claim 1, further comprising:

receiving an agent report from the agent, the agent  
report describing the interaction;

determining whether there is an actionable  
20 discrepancy between the agent report and the feedback;  
and

initiating a responsive action if there is the  
actionable discrepancy.

4. The method of Claim 1, further comprising:

determining whether the feedback comprises a trigger  
event; and

triggering an alarm if the feedback comprises the  
30 trigger event.

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matching the agent with a second client according to the evaluation.

7. A system for monitoring a service transaction,  
the system comprising:

a communication channel operable to communicate  
feedback from a client, the feedback describing an  
interaction between an agent and the client;

a monitoring module coupled to the communication  
channel and operable to:

initiate collection of the feedback;

receive the feedback from the communication  
channel; and

store the feedback in a client record database  
coupled to the monitoring module.

8. The system of Claim 7, wherein the  
communication channel comprises a website operable to be  
accessed by the client.

9. The system of Claim 7, wherein:  
the feedback is gathered through a telephone call;  
and

the monitoring module is operable to record the  
telephone call.

10. The system of Claim 7, wherein the monitoring  
module is operable to:

receive an agent report from the agent, the agent  
report describing the interaction;

determine whether there is an actionable discrepancy  
between the agent report and the feedback; and

initiate a responsive action if there is the  
actionable discrepancy.

11. The system of Claim 7, wherein the monitoring module is operable to:

determine whether the feedback comprises a trigger event; and

5 trigger an alarm if the feedback comprises the trigger event.

12. The system of Claim 7, further comprising an evaluation module operable to:

10 generate an evaluation of the agent using the feedback.

13. The system of Claim 7, further comprising an evaluation module operable to:

15 generate an evaluation of the agent using the feedback; and

match the agent with a second client according to the evaluation.

14. Software for monitoring a service transaction,  
the software residing on a computer-readable medium and  
operable to:

communicating with a client through a communication  
5 channel;

gathering feedback from the client about an agent  
and an interaction associated with the agent through the  
communication channel; and

storing the feedback in a client response database.

15. The method of Claim 14, wherein:

gathering comprises gathering the feedback through a  
telephone call; and

storing comprises recording the telephone call and  
15 storing the recorded telephone call.

16. The method of Claim 14, further comprising:

receiving an agent report from the agent, the agent  
report describing the interaction;

determining whether there is an actionable  
20 discrepancy between the agent report and the feedback;  
and

initiating a responsive action if there is the  
actionable discrepancy.

17. The method of Claim 14, further comprising:

determining whether the feedback comprises a trigger  
event; and

triggering an alarm if the feedback comprises the  
30 trigger event.

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matching the agent with a second client according to the evaluation.

20. A system for monitoring a service transaction,  
the system comprising:

a communication channel operable to communicate  
feedback from a client, the feedback comprising a  
5 telephone call describing an interaction between an agent  
and the client;

a monitoring module coupled to the communication  
channel and operable to:

initiate collection of the feedback;

10 receive the feedback from the communication  
channel;

record the telephone call and store the  
feedback in a client record database coupled to the  
monitoring module;

15 determine whether the feedback comprises a  
trigger event and trigger an alarm if the feedback  
comprises the trigger event;

receive an agent report from the agent,  
determine whether there is an actionable discrepancy  
20 between the agent report and the feedback, and initiate a  
responsive action if there is the actionable discrepancy;  
and

an evaluation module operable to:

25 generate an evaluation of the agent using the  
feedback; and

match the agent with a second client according  
to the evaluation.